



Strategic Goal 6: American Citizens

Assist American Citizens to Travel, Conduct Business, and Live Abroad Securely

I. Strategic Goal Public Benefit

The Department has no more vital responsibility than the protection of American citizens. Approximately 3.2 million Americans reside abroad, and Americans make about 60 million trips outside the United States each year. The Department issues a passport that gives Americans the freedom to travel internationally and is a symbol of the protection that the USG provides its citizens.

U.S. embassies and consulates provide a range of services that protect U.S. citizens from their births abroad to their possible deaths abroad. The Department must plan for the unexpected and be prepared to respond to crises abroad, transportation disasters, natural disasters, and other situations in which U.S. citizens need assistance, including incidents of terrorism and other serious crimes such as hostage taking, homicide, assault, domestic violence, child abuse, and international parental child abduction. The Department ensures that host governments take steps to protect Americans from crime and unrest; develop effective investigative, prosecutorial, and other judicial capabilities to respond to American victims of crime; and expand their cooperation and information sharing with the United States in order to prevent terrorist attacks on U.S. citizens. The Department also works with foreign governments, other USG agencies, and international organizations on transportation security initiatives.

To alert Americans to conditions that may affect safety and travel abroad, the Department disseminates threat assessments to posts abroad and makes necessary and relevant announcements to the public as quickly as possible using all available means when threat information is determined to be credible, specific and non-counterable. The Department uses its websites, its Consular Information Program, and the Overseas Security Advisory Council (OSAC), a government-private sector partnership, to foster creative solutions to security-related issues affecting U.S. private sector interests abroad and to share USG threat information and security expertise overseas to protect their personnel, property, proprietary information, and other assets. The Department is making its websites increasingly accessible and interactive and encourages the traveling American public to register with posts abroad.

II. Resource Summary (\$ in Millions)

	FY 2003 Actual	FY 2004 Estimate	FY 2005 Request	Change from FY 2004	
				Amount	%
Staff ¹	579	588	585	(3)	(0.51%)
Funds ¹	\$52	\$54	\$53	(\$1)	(1.9%)

III. Strategic Goal Context

¹ Department of State direct-funded positions.



Shown below are the three performance goals, initiatives/programs, resources, bureaus and partners that contribute to accomplishment of the “American Citizens” strategic goal. Acronyms are defined in the glossary at the back of this publication.

Strategic Goal	Performance Goal (Short Title)	Initiative/Program	Major Resources	Lead Bureau(s)	External Partners
American Citizens	Assistance for U.S. Citizens Abroad	American Citizen Services	D&CP	CA	DOJ, DOD, HHS, DOT; NCMEC, other NGOs
	Passport Issuance and Integrity	Secure Passport Issuance	D&CP	CA	GPO, Treasury, DHS, SSA, USPS, USMS, HHS; ICAO; NAPHSIS, AAMVA.

¹ Funds include both Department of State Appropriations Act Resources and Foreign Operations Resources, where applicable, which include resources for other USG agencies to which the Department provides foreign policy guidance (e.g., USAID, EXIM, OPIC, TDA, Peace Corps).



IV. Performance Summary

For each Initiative/Program that supports accomplishment of this strategic goal, the most critical FY 2005 performance indicators and targets are shown below.

Annual Performance Goal #1				
U.S. CITIZENS HAVE THE CONSULAR INFORMATION, SERVICES, AND PROTECTION THEY NEED WHEN THEY RESIDE, CONDUCT BUSINESS, OR TRAVEL ABROAD				

I/P #1: American Citizen Services				
Provide citizens with up-to-date information and easy access to consular services.				
Results			Targets	
2000 & 2001	2002	2003	2004	2005
Output Indicator				
(P) Indicator #1: Percentage of Consular Information Sheets Revised on an Annual Basis				
2000: 64%	86%	85%	100%	100%
2001: 76%				
Output Indicator				
(P) Indicator #2: Access to Online Registration System				
2000: Some posts allowed registration online. 2001: Assessment of Registration and Warden List Services completed. U.S. embassies worked with the Bureau of Consular Affairs (CA) to formulate a global plan for allowing U.S. citizens to register with posts electronically.	Pilot software was developed for an Internet-based system that will allow Americans to register overseas travel itineraries at a central website.	Contract to manage the online registration system is on schedule and 30-Day Notice of Proposed Information Collection was published in the Federal Register on September 9, 2003.	U.S. citizens have the ability to use a global Internet-based registration system to inform U.S. embassies and consulates about their planned travel to other countries so that they can be contacted in an emergency.	Online registration system begins to deliver Consular Information Program documents to citizens when they register.



I/P #1: American Citizen Services, <i>cont'd</i>				
Results			Targets	
2000 & 2001	2002	2003	2004	2005
Output Indicator				
Indicator #3: Status of Hague Convention on Intercountry Adoption				
<p>2000: The Senate ratified the Convention. Congress passed the Intercountry Adoption Act of 2000 to implement the Convention.</p> <p>2001: The President signed the Intercountry Adoption Act of 2000 (PL 106-279) on October 6, 2000. Requirements for a federal accreditation program for adoption agencies and other new programs were established. Adoption regulations were drafted.</p>	<p>Adoption regulations were discussed and cleared with stakeholders and other federal agencies. Software to manage international adoption cases was delayed to accommodate the Department's new responsibilities as Central Authority under the Hague Convention on adoptions.</p>	<p>A proposed rule on the implementation of the Hague Convention on Intercountry Adoption and the Intercountry Adoption Act of 2000 was published in the Federal Register on September 15, 2003.</p>	<p>Accrediting agency/agencies is/are selected and will begin to process all adoption providers that qualify for accreditation. Adoption procedure regulations are developed in conjunction with other federal agencies. Software to manage international adoption cases developed to support Central Authority functions.</p>	<p>Adoption visa processing regulations finalized, software finalized and deployed, adoption service providers accredited/approved ; U.S. instruments of accession deposited in 2006.</p>



Means for Achieving FY 2005 Targets

100% of Consular Information Sheets revised on an annual basis.

- Expand the services provided by the contractor-operated Call Center, freeing Department staff to create and update information more frequently.

Online registration system will begin to deliver Consular Information Program documents to citizens when they register.

- Develop a standard, worldwide Internet site allowing American citizens to register with any post or to record itineraries and emergency contacts for short trips abroad.
- Make the Internet-based Registration Service easy to use and ensure that functionality, technical, and security aspects are aligned with Department directives, integrated with current and future consular systems, and facilitate the sharing of travel information among consular sections and systems.
- Complete and deploy additional functionality, including the ability to collect long-term registrations for overseas posts and provide information to registrants.

Adoption visa processing regulations finalized, software finalized and deployed, adoption service providers accredited/approved ; U.S. instruments of accession deposited in 2006.

- Assign more staff to this area and obtain contractual support for discrete or one-time functions.
- Promulgate regulations establishing accreditation/approval standards, criteria, and procedures; designate one or more entities to accredit U.S. adoption agencies for intercountry adoptions and approve other bodies and persons wishing to provide adoption services covered by the Convention.
- Create a computerized case-tracking system for U.S. intercountry adoptions, both incoming and outgoing.
- Establish a program to share information with adoption service providers, state courts and public authorities, the U.S. adoption community, and future adoptive parents concerning their role in compliance with the requirements of the Convention, the implementing legislation, and federal regulations.



Annual Performance Goal #2				
EFFECTIVE AND TIMELY PASSPORT ISSUANCE, WITH DOCUMENT INTEGRITY ASSURED				

I/P #2: Secure Passport Issuance				
Provide American citizens with a travel document that meets or exceeds international standards for passports and maintain current levels of productivity while meeting enhanced security requirements.				
Results			Targets	
2000 & 2001	2002	2003	2004	2005
Outcome Indicator				
(P) Indicator #1: Development of a Biometrics Collection Program for U.S. Passports				
<p>2000: Biometrics were not used in U.S. passports.</p> <p>2001: Biometrics were not used in U.S. passports.</p>	Inclusion of biometric indicators in U.S. passports considered.	<p>The International Civil Aviation Organization (ICAO) established standards for the integration of biometric identification information into passports and other Machine Readable Travel Documents (MRTDs) in May 2003, enabling the Department to begin implementing the standards in U.S. passports.</p> <p>Initial planning and requirements definition are underway. In July 2003, the Department issued a Request for Information relating to the integration of a chip with integrated circuit technology into the traditional paper-based passport booklet.</p>	Prepare for 2005 roll out of the system by developing software, conducting initial procurement, and beta testing for biometrics collection.	Produce up to three million passports using biometric data.
Output Indicator				
Indicator #2: Checking of Passport Applications Against SSA Death Records				
<p>2000: Capability did not exist.</p> <p>2001: Capability did not exist.</p>	<p>Capability did not exist.</p> <p>Initial work done to share data and check information.</p>	Agreement in principle reached with SSA to check all passport applications against the SSA database. Memorandum of Agreement is prepared. The application software is modified. Waiting for link to be established and completion of MOU to send data.	Check thirty-five percent of applications. (Ultimate goal is 100 percent.)	Check 100 percent of applications.
Efficiency Indicator				
(P) Indicator #3: Number of Days Between Receipt of Routine Passport Application by Passport Services and Issuance of a Passport				
<p>2000: N/A</p> <p>2001: N/A</p>	N/A	<p><u>Baseline:</u></p> <p>90% of passport applications within 23 business days of receipt</p>	90% of passport applications within 21 business days of receipt	90% of passport applications within 19 business days of receipt



Means for Achieving FY 2005 Targets

Produce up to three million passports using biometric data.

- Identify the security devices that will be embedded in the new passport and complete the design for the passport; establish a contractual source for public key infrastructure and key management that will be necessary for the digital signing of the documents and the control of keys with agencies and other governments that will read the passport.
- Sign new MOUs with the Government Printing Office (GPO) and/or other partners in the passport process, as necessary.
- Procure and install systems and equipment to enroll personal biometrics in the passport, transfer biometric data securely from enrollment locations to issuance facilities, check data against existing records, and store data on-board the passport and in the Department's electronic records systems.
- Ensure that employees receive appropriate training.

Check one hundred percent of passport applications against SSA death records.

- Identify the fields that might be used in the data exchange process to confirm identities.
- Negotiate a MOU or other arrangement with SSA to establish a data link that would provide the Department with access to current Social Security number data and death records.
- Work with SSA to expand the Vital Records Verification Project.

Passport services' work in progress is less than three times the number of weekly passport applications for 100% of all weeks.

- Maximize the use of technology to meet passport demand.
- Make case files available electronically and provide web-based services.
- Add staff to improve caseload ratios.
- Ensure that employees receive appropriate training.



V: Illustrative Examples of FY 2003 Achievements

American Citizens	
International Child Abduction	In January, Assistant Secretary Harty traveled to Saudi Arabia, Lebanon and Syria and raised the issue of international parental child abduction with senior government officials in each country. Since then ten Americans involved in such situations have been able to return to the United States from those countries. She visited Saudi Arabia again in April to emphasize the same concerns. Department officials meet regularly with Saudi officials, both in Washington and Riyadh, to seek solutions in specific cases and to find more systematic ways to address the problem of international parental child abduction. CA hosted "Town Hall" meetings in February and July that were attended by over 75 left-behind parents.
Consular Services	CA, IRM, and DS worked together to develop a "consular-section-in-a-box" to provide secure consular automated system support for the officer designated to begin providing consular services to American citizens in Baghdad. Normal post computer systems and telecommunication infrastructure were not immediately available, so the consular software needed to do name checks, issue passports, and perform warden functions was configured on a laptop computer, tested, and used successfully by U.S. consular officers.
Interagency Cooperation	<p>The Department integrated the U.S. Marshals database (Warrants Information Network (WIN) of individuals subject to outstanding federal warrants of arrest into the passport "name check" system. Over two dozen arrests of federal fugitives have been made as a result of WIN hits.</p> <p>The U.S. Department of Health and Human Services (HHS) has partnered with the Department's Passport Services on the passport denial program. The HHS/Passport Services partnership was quite successful again this year. Using HHS information on individuals who have fallen behind on child support payments, the Department denies passport issuance when these individuals request passport services until such obligations are met. As a result, the HHS Child Support Assistance program collected over \$7,000,000 in arrearages directly due to the passport denial program. The collections since the program's inception in June 1998 totals approximately \$27,000,000.</p>

VI: Data Verification/Validation by Performance Goal

Performance Goal 1
U.S. citizens have the consular information, services, and protection they need when they need to reside, conduct business, or travel abroad.
<ul style="list-style-type: none"> Information posted on Department's web site at http://travel.state.gov for public inspection. Project management milestones. Testing/review of systems by users, project team, and independent verification and validation. Customer surveys. Reports to Congress.
Performance Goal 2
Effective and timely passport issuance, with document integrity assured.
<ul style="list-style-type: none"> Project management milestones. Testing and review by users and project team.



VII. Resource Detail

Table 1: State Appropriations by Bureau (\$ Thousands)

Bureau	FY 2003 Actual	FY 2004 Estimate	FY 2005 Request
European and Eurasian Affairs	\$16,583	\$17,512	\$16,884
East Asian and Pacific Affairs	11,611	12,051	12,028
African Affairs	8,354	8,758	7,970
Western Hemisphere Affairs	4,888	5,035	5,283
Other Bureaus	10,320	10,619	10,802
Total State Appropriations	51,756	53,975	52,967

Table 2: Foreign Operations by Account (\$ Thousands)

Title/Accounts	FY 2003 Actual	FY 2004 Estimate	FY 2005 Request
Title I - Export and Investment Assistance			
Export-Import Bank			
Overseas Private Investment Corporation			
Trade and Development Agency			
Title II - Bilateral Economic Assistance			
USAID			
Other Bilateral Economic Assistance			
Independent Agencies			
Department of State			
Department of Treasury			
Complex Foreign Contingencies			
Title III - Military Assistance			
International Military Education and Training			
Foreign Military Financing			
Peacekeeping Operations			
Title IV - Multilateral Economic Assistance			
International Financial Institutions			
International Organizations and Programs			
Total Foreign Operations	0	0	0
Grand Total	\$51,756	\$53,975	\$52,967